Professional Development Team Minutes
06.07.2023

Meeting Facilitator: Beth Crowe, Chair

Roll Call:

P	Lydia Dover	P	Evelyn Davis
P	Timothy Cornwell	P	Beth Crowe
A	Amy Sheffer	A	Tony Gerard
P	Felicia Rouse	P	Rob Lucas
P	Dan Kineman		

The meeting was called to order at 1:0p.m. The minutes from the April meeting were approved by Tim Cornwell, Lydia Dover

- The Professional Development Team will be merged with the Employee Relations Team. The July 18th meeting will be the first meeting for the merged teams. An invite will be sent out by Chair Becky Steinmetz to all new team members.
- Sherry Wessel will be asked to present continued Customer Service Training to SCC faculty and staff during the month of Sept. Sherry will not speak at Convocation. Beth, Felicia & Sherri will meet to discuss dates and information wanted during the September training. We will also ask Sherry to define, "who is a customer?"
- The team also discussed the need for healthy boundaries between the customer and the customer service representative.
- One goal is to eventually include a customer service guide for new employees (part of their onboarding).
- LinkedIn Learning is available to students, faculty and staff for 1 year. On this platform numerous video courses are available.
- Customer Service working definition is attached

The meeting was adjourned at 1:40 p.m.

SCC employees are serving our customers by:

- Making the customer our top priority
- Listening to understand and not respond
- Available
- Honest
- Courteous
- Friendly
- Empathetic
- Reliable (do what we say we will do when we said we would do it)
- Positive
- Using “we” language (not “YOU need to” …)
- Patient
- Adaptable
- Communicating clearly (providing information in various ways if the customer is struggling to understand)
- Personalizing our actions and words for the situation